

REMARKS

Claims 1-27 were presented for examination. In the Action mailed March 22, 2007, claims 1, 3-6, 8-10, 12, 16, and 18-20 were rejected under 35 U.S.C. 102(b) as being anticipated by Berry et al (Patent No. 6,404,747); claims 2, 11, 15, 21-24, 26 and 27 were rejected under 35 U.S.C. 103(a) as being unpatentable over Berry in view of Mohammed et al (Patent No. 6,973,482); claims 7 and 13 were rejected under 35 U.S.C. 103(a) as being unpatentable over Berry in view of Abdolsalehi et al (Publication No. 2003/0158957; and claim 25 was rejected under 35 U.S.C. 103(a) as being unpatentable over Berry in view of Mohammed and further in view of Abdolsalehi.

The Examiner's grounds for rejecting claim 17 are unclear. The Office Action Summary PTOL-326 indicates that claim 17 is rejected, but no statement applying the cited references to claim 17 is found in the detailed action.

Claims 1, 2, 10, 11, 14, 15, and 19-22 have been amended. No new claims have been added and no claims have been cancelled in this Amendment.

35 U.S.C. 102(b) Rejections

Claims 1, 3-6, 8-10, 12, 16, and 18-20 were rejected under 35 U.S.C. 102(b) as being anticipated by Berry. Berry teaches a call center system employing kiosks that are used by customers to interact with remote call center representatives. The kiosk is equipped with both a camera and a telephone such that a customer can have a conference with one or more call center representatives using both audio and video. (see Berry at col. 1, line 42 to col. 2, line 27.) As noted in Berry at col. 5, lines 5-25 and depicted in Fig. 1, after a customer has been placed in contact with a call agent, the call agent may, if the call center agent believes it to be desirable and appropriate, start an application 50 and share that application with the remote customer so that the customer can see what the agent is working on and interact with the agent accordingly. While the Berry call center representative can choose to share an application with a customer, the customer kiosk 10

is not described in Berry as having any standalone purpose or function except initiating a call to the call center.

Independent claims 1, 10, 14, 19 and 20 have been amended to recite that the claims relate to a user system running a browser program that is executing one or more tools adapted to allow a user of the user system to customize the design of a product to be printed and to communicate with a remote printing services site. The claims also now recite that the one or more support systems are adapted to obtain the user's design information from the user system and display the user's product design at the support system substantially as it is being displayed to the user while the user and the operator of the support system are communicating. Claim 20 has been further amended to recite establishing one or more alert conditions corresponding to one or more predetermined product design actions by the user at the user system. None of the foregoing elements and features are taught by the Berry reference. In view of the amendments to independent claims 1, 10, 14, 19 and 20, dependent claims 3-6, 8, 9, 12, 16 and 18 are likewise deemed to be patentable over the Berry reference.

35 U.S.C. 103(a) Rejections

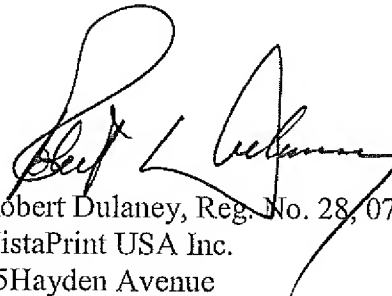
Independent claim 21 and dependent claims 2, 11, 15, 22-24, 26 and 27 were rejected under 35 U.S.C. 103(a) as being unpatentable over Berry in view of Mohammed; dependent claims 7 and 13 were rejected under 35 U.S.C. 103(a) as being unpatentable over Berry in view of Abdolsalehi; and dependent claim 25 was rejected under 35 U.S.C. 103(a) as being unpatentable over Berry in view of Mohammed and further in view of Abdolsalehi.

Independent claim 21 is substantially similar to independent claim 20 with the additional step of generating a message to the user inquiring if the user would like assistance from the support system. Claim 21 has been amended to recite that the message is generated at the user system by tools running in the browser program at the user system. The Mohammed reference makes no mention of using browser tools for monitoring and message generation. Further, the generation of the message to the user in

the Mohammed reference occurs at the Mohammed equivalent of a support system, not at the local user system, as is claimed in claim 21. For this reason, and the other reasons discussed above in connection with independent claims 1, 10, 14, 19 and 20, independent claim 21 is deemed to be patentable over Berry and Mohammed. Similarly, dependent claims 2, 7, 11, 13, 15, 17, and 22-27 are likewise deemed to be patentable.

Favorable action on all claims is respectfully requested.

Respectfully submitted,



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